



Dear Resident:

This letter is to advise you of the availability of mediation as an alternative means of resolving disputes without government intervention and at the earliest possible stage. Mediation is available through Dispute Resolution Services of North Texas, Inc. (DRS).

Mediation is a formal meeting in which disputing parties attempt to find a solution that satisfies both of them. Two trained mediators use communication techniques to keep discussion going in the direction of a solution. Since mediators are neutral, they can help get to the real issues underlying the dispute. The goal is to reach a written agreement that satisfies both parties. No written record is kept of the mediation session except for the final written agreement, if reached.

DRS will provide mediation services at no charge at this time for Arlington residents if you go to mediation voluntarily. People who are referred by the court will pay the administration fee, usually \$35.

Almost any dispute between people can be mediated, including problems creating friction in a neighborhood that are not City Codes violations:

Neighbor vs. neighbor	Animal and Noise nuisances
Victim/offender meetings	Property damage
Boundary disputes	Intercultural misunderstandings
Landlord/tenant relations	Consumer/merchant conflicts

Traditional approaches to disputes – such as taking a party to court, or issuing a citation – cost time and money, and do not resolve the underlying issues. As a result, the disputes continue. Mediation can break that cycle by addressing real issues that lead to a win-win resolution. Agreements are reached in the majority of the cases mediated by DRS of North Texas.

DRS contacts the other party involved to encourage them to participate voluntarily after you (the initiating party, or complainant) requests mediation. DRS can be reached at 817-877-4554.